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To: WRSP-3, att: R-W Employees

17 March 1958

From: R-W, [REDACTED]

25X1A

Info: Headquarters; WRSP-2, att: R-W Employees

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An informal report has been received from [REDACTED] at WRSP-3. The exchange of technical information and administrative details is, in general, necessary to efficiently conduct business. [REDACTED] requested factory opinion on the merits of informal reports. An opinion regarding the use of customer channels for informal mail can be given only by the customer. A request for this type of opinion should not be addressed to the contractor.

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An incisive paragraph added to the bi-monthly report will no doubt take care of most situations calling for an informal report. In any case, an information copy must be addressed to Headquarters.

The Home Office has already received permission from the customer to forward the Contractor's newsletter to R-W employees. Caution must be used to prevent a monumental build-up of "chit-chat."

The informal report contained a question regarding the use of the Ground Duplicating Equipment at slow speed. [REDACTED] had a few suggestions for field modifications and was correct in asking for approval before making modifications to customer equipment.

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The Ground Duplicating Equipment can be used at slow speed in the manual position. There are engineering problems to be solved to include some of the automatic features in the slow-speed process. The slow-speed process is normally used to duplicate and analyze simultaneously. It is not very important or time saving to provide automatic operation for this application since the equipment does not operate unattended. We do not know the customer's future plans for the equipment; therefore, the field units must remain compatible with units at other locations.

For reasons stated above, the factory does not recommend field modifications that will attempt to provide slow-speed automatic operation of the Ground Duplicating Equipment.

The factory wishes to encourage the field personnel to take appropriate action whenever they believe an improvement in equipment performance can be achieved. The field personnel are to be congratulated on their ingenuity. Several field modifications are being incorporated into production equipments with an overall improvement in the particular product.

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